

**WHAT EVERY
BUSINESS OWNER MUST
KNOW ABOUT HIRING AN
HONEST, COMPETENT,
RESPONSIVE AND
FAIRLY PRICED
COMPUTER
CONSULTANT**



**21 Revealing Questions You Should
Ask Any Computer Consultant
Before Giving Them Access To
Your Company's Network**

“What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive And Fairly Priced Computer Consultant”

Don't Trust Your Company's Critical Data And Operations To Just Anyone! This Business Advisory Guide Will Arm You With 21 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network

Choosing the wrong computer consultant to support your network can be incredibly frustrating and expensive, and could end up costing you in downtime, data loss and expensive repair bills, not to mention the headaches and frustration!

Read this guide and you'll discover:

- ✓ The “dirty little secret” of the computer repair industry that most people don't know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- ✓ 21 revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- ✓ 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
- ✓ 5 mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.

Provided as an educational service by:

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From The Desk of: Holly Fullingim
CEO, Quick Compute, Inc.

Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about incompetent computer repair “gurus” bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an earful of the unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses that will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not the technician knows what they are doing. Sometimes this is out of greed for your money, but more often it's simply because they don't have the skills and competency to do the job right, but won't tell you that up front. From misleading information and unqualified technicians, to poor management and terrible customer service, we've seen it all...and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a “computer repair expert.” **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make sleazy auto repair shops look like the pinnacle of virtue and competence.**

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**

Anyone who can hang out a shingle can promote themselves as a computer expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,

About The Author



Holly Fullingim, CEO of Quick Compute, Inc. has been a professional in the Computer Technology Industry since 1979. She began her career as a Computer Programmer working for several companies in California and Texas until 1992 when she began working in Hardware and Network Support receiving Industry Training from Novell Networks, Microsoft and Dell Computers. Training spanned computer hardware, printers, Novell Networks, Microsoft Networks, Microsoft Windows and Microsoft Office software products. She developed training courses for Phillips 66 Petroleum Company which were used to transition refinery workers from paper systems, to DOS systems and then to Windows 95 systems.

Ms. Fullingim continued her education receiving her degree from Brazosport College in 1995. Showing her entrepreneurial spirit in 1998, she developed new curriculum for over 15 training courses and founded the Computer Training Center in Harlingen, Texas with a Mission *“to raise the level of technology available and used by businesses and individuals throughout the Rio Grande Valley”*. She has remained active in industry training over the years to keep current with technology innovations and regularly attends seminars and trade shows in the United States and Canada.

In 2003 Ms. Fullingim began partnering with several local CPA and Accounting firms to provide QuickBooks® training and consulting services to their clients using QuickBooks. Today she has QuickBooks clients ranging from Los Angeles to all across the Rio Grande Valley. She has received certifications from QuickBooks® as a Certified ProAdvisor and Intuit Partner in 2007, 2008, 2009, 2010, 2011, 2012, 2013 and 2014.

Ms. Fullingim was the 2004 recipient of the Hispanic Chamber of Commerce Person of Honor award.

Most recently, Ms. Fullingim expanded her certifications as a Certified HIPAA Privacy Security Expert (CHPSE) in 2013 and HIPAA Compliance Officer in 2016. She works closely with healthcare providers and consultants to bring HIPAA Security and IT Management programs together ensuring high quality, integrated solutions to the healthcare community.

In 2004 the company incorporated and became Quick Compute, Inc. As the company focus shifted from computer training to technology services, the company Mission remains at the heart of Quick Compute’s operations.

About The Quick Compute Team: Our Philosophy

“Quick Compute specializes in IT solutions for Medical Specialists in the Rio Grande Valley. Our professional team of experts, proactive support and HIPAA Security Certified Experts will help you integrate all your software packages into a seamless system to eliminate practice chaos and reduce staff technology frustrations by documenting all of your network systems and training your staff on the most efficient use of these systems. We work to keep your network running at top speed and efficiency using state of the art monitoring software and by working with your technology vendors so you can focus on delivering the best possible patient care. Your staff will have fast and easy direct access to our support team for reporting problems without having to interrupt their workflow with phone tag or more passwords. We work to understand your business challenges and to enhance your financial bottom line with recommendations for cost saving measures and the best "bang for your buck" when purchasing new technology solutions. HIPAA security compliance peace of mind is a natural function of the teamwork between Quick Compute and your practice not an extra step. If we can't deliver on these promises we'll refund that month's fee.” *Holly Fullingim, CEO*



With the introduction of the **Velocity Services Network Management** platform in 2005, Quick Compute became the first Technology Provider in the Rio Grande Valley to provide an innovative method of delivery of IT services. Built upon the principal of providing **High Quality Service at an Affordable Price**, a flat monthly rate for all IT Services provides local businesses predictable IT costs and better cash flow management. A Certified Team of professional experts, experienced project managers and compliance experts makes Quick Compute a valued partner for business owners to keep their business in tune with the constantly changing technology landscape.

Staying true to the Mission that is the foundation of this organization, Quick Compute continues to offer insight into emerging technology changes that can affect business in the near future. Our job is to lay out your options, educate you on the pros and cons of each and guide you to the best, most cost-effective solution for *you*.

21 Questions You Should Ask Your Computer Consultant Before Hiring Them To Support Your Network

Customer Service:

Q1: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back?

Our Answer: We answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, including on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: Do they have a written, guaranteed response time to your calls?

Our Answer: We guarantee to have a technician working on a problem within 60 minutes or less of your call for emergency issues. Routine requests and other non-emergency requests have a 4 hour guaranteed response time. This is written into every service agreement we give to our clients because it's standard procedure.

Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?

Our Answer: Our technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms.

Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?

Our Answer: We conduct regular review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?

Our Answer: We provide detailed invoices that show what work was done, why and when, so you never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you.

Q6: Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?

Our Answer: Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you

hire is adequately insured with both errors and omissions insurance AND workers' compensation – and don't be shy about asking to see their latest insurance policies!

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q7: Do they guarantee to complete projects on time and on budget?

Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free rein to nickel-and-dime you as well as take as much time as they want on completing a project.

Maintenance Of Your Network:

Q8: Do they insist on remotely monitoring your network 24-7-365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes, our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q9: Do they provide you with a report on-demand that shows all the updates, security patches and the status of every machine on your network so you know for SURE your systems have been secured and updated?

Our Answer: Every month our Team reviews each client's detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.). If we see a trend or emerging issue we work up a resolution plan on the spot to get it taken care of.

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom"?

Our Answer: All clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information, giving you complete control over your network.

Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Q11: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

Our Answer: Yes; and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

Q12: When they offer an “all-inclusive” support plan, is it TRULY all-inclusive, or are their “gotchas” hidden in the fine print?

Our Answer: Our “all-inclusive” support plan is just that – all-inclusive. One of the more popular service plans offered by consulting firms today is an “all-inclusive” or “all-you-can-eat” managed services plan. These are actually a good thing because they'll save you a lot of money in the long run – HOWEVER, make sure you REALLY understand what is and isn't included. Some things to consider are:

- Is phone/e-mail help desk included or extra?
- What about network upgrades, moves or adding/removing users?
- Is hardware and/or software included?
- What about 3rd-party software support? (We recommend that this IS included.)
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Do they offer a money-back guarantee?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?
- Are home PCs used to access the company's network after hours included or extra?
- Is a loaner PC/printer available if one of yours is out of service for an extended time?
- If you have regulatory compliance needs for HIPAA or PCI do they offer certified scans and audit services?
- Is travel to your location included or is there a Trip Charge?
- Are custom and on-demand reports available?
- Do you get current Asset Inventory Reports for your insurance company or CPA?

Side Note: Not every business is identical and your unique requirements shouldn't cost you extra. A really good consulting firm will be willing and able to provide you with special requests as they come up even if you haven't discussed them in advance. However, if you know up front that you have special needs be sure to mention them up front so you get it IN WRITING that these needs will be met.

Backups And Disaster Recovery:

Q13: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?

Our Answer: We do not allow our clients to use tape backups because they are incredibly unreliable. We make sure all of our clients have full image backups stored in an on premise appliance provided as part of our managed backup solution and/or stored off-premise in a cloud-based data center.

Q14: Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: We perform a monthly “fire drill” and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to “test” a backup is when you desperately need it.

Q15: Do they insist on backing up your network BEFORE performing any type of project or upgrade?

Our Answer: We do; and that’s simply as a precaution in case a hardware failure or software glitch causes a major problem.

Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or one that enables you to work from a remote location?

Our Answer: All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise And Support:

Q17: Is their help desk US-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it’s important for keeping your data secure.

Q18: Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?

Our Answer: We start with a minimum of an Associate’s Degree in a computer related discipline as well as A+ or Network+ Certified. On top of that our technicians are required to keep the most up-to-date vendor certifications in all the solutions we support included Backup and HIPAA. Plus, our hiring process is so stringent, 99% of the technicians who apply don’t make it through (guess who’s hiring them?).

Q19: Do their technicians arrive on time and dress professionally?

Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum requirements for delivering a professional service.

Q20: Are they familiar with (and can they support) your unique line-of-business applications?

Our Answer: We own the problems with all line-of-business applications for our clients. That doesn’t mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

Q21: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, “That’s not our problem to fix”?

Our Answer: We feel WE should own the problem for our clients so they don’t have to try and resolve any of these issues on their own – that’s just plain old good service and something many computer guys won’t do.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn’t need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they’ve been fortunate enough to have never encountered a major disaster; but that’s similar to someone thinking they don’t need to wear a seat belt when driving a car because they’ve never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it’s surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Your computer network is just like a car: if you don’t change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and a car is far simpler than a computer network!

If your computer support tech does not insist on some type of regular, automated monitoring or maintenance of your network, then DO NOT HIRE THEM. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn’t offering you these services, you need to find someone else to support your computer or network for two reasons:

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*
2. They recognize that they are *profiting* from your computer problems and don't want to recommend steps toward preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

Either reason is a good one to get as far away from that person as possible!

Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.

Most people look for a part-time "guru" for one reason: to save a few bucks. But this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone based on price alone.



“Price: One Gets What They Pay For!”

“We pay the higher price but we get the best possible service, quick and reliable. We have peace of mind knowing that our data is being well taken care of by professionals.

We have always been satisfied with Quick Compute's Managed Services program "Velocity Services" and most recently with the installation of a new server and computers. In an organization of 45 computers and 5 servers a complete refresh is not simple but Quick Compute was able to keep production interruption down to about 3 hours total over the entire scope of the project.

With Quick Compute monitoring our network, we have peace of mind knowing that our data is being protected from expensive problems, data breach violations, cyber-attacks, spam, viruses and potential hardware failures. We would rather pay now than later.

We appreciate Quick Compute, their staff, and all they do for us!”

Susie Almanza
Chief Financial Officer
Valley International Cold Storage, LLC

Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they don't have to pay them at all – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you're paying them to fix the WRONG thing and they STILL won't resolve your problem. Case in point: A few years ago a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC, but simply disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to over \$275 to fix it!
2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.
3. They could do MORE damage, costing you more money and downtime.

With your client data, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced shop working on your machine?

We take the view that most people want value for their money and simply want the job done right. You will find that we are not the cheapest, but we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates ONE TIME than make excuses for POOR SERVICE forever. That said, we're not the most expensive either. We simply feel that we should offer a **good service at a fair price**. That's why we have been able to stay in business for over 17 years and have a dozen customers who've been with us for 10 years or more.



"Protection Of Customer Privacy Maintained With Confidence."

"Our company, Edwards Furniture Co., Inc., has relied on Quick Compute's services for over 20 years. Most recently, Holly and her excellent staff have helped us set up and maintain new, updated computer systems at three of our locations across Texas. Because of Quick Compute's Proactive Support included in our flat monthly billing—monitoring and reporting, Windows updates, and Anti-Virus management—we feel confident that our files and our customers privacy are protected.

We highly recommend the services of Quick Compute."

Dee Dee Sisson
Vice President
Edwards Furniture Co., Inc.

Misconception #4: An honest computer support company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone.

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway – they give you a fixed flat rate. Here's why...

One of the easiest ways to take advantage of a customer is to get them to agree to a Time and Materials repair. Unless you know what's wrong and how long it should take, they can soak you on the fees. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a flat-rate, fixed-fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

5 More Mistakes To Avoid When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.
2. **Choosing a computer consultant that doesn't have a written money-back guarantee.** In our view, a good consulting firm should be accountable for their services and for fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the "We don't offer one because people will take advantage of us" routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. We would rather bite the bullet on the very few dishonest folks who would try to get something for nothing so we can gain the trust and confidence of the majority of clients, who just want their problems fixed fast and fixed right.

3. **Choosing a computer consultant without speaking to several of their current clients.** Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients that are similar to you in size and scope. If they hesitate or cannot

provide you with references, don't trust them!

Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

4. **Choosing a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the Stone Age. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come on-site; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.
5. **Choosing a computer consultant who isn't HIPAA Certified or at the very least HIPAA aware if you are a Medical Practice could cost you huge fines.** A real warning sign would be someone who tells you there is no such thing as HIPAA police or you are too small to be of any interest to hackers for Cyber Attacks. If they don't know what a HIPAA Business Associate Agreement is or hesitate about signing one that is a sure sign you should not deal with this company.

A Final Word...

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

On the next page you will find how to request a FREE Network Health Check and Diagnosis. This is, of course, provided for free, with no obligations and no expectations on our part. I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously we can't help everyone, and our services might not be a good fit for you. Conducting this Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

The Team at Quick Compute - (956)-428-7777

FREE Network Health Check For All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE Network Health Check and Diagnosis (\$297 value). During this health check we will perform a comprehensive **17 Point Audit** of your entire network to look for potential problems, security loopholes, spyware and other hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

We will:

- ✓ Review security settings on Wireless access through your network.
- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for presence of AntiVirus/AntiMalware software install on all devices.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings.
- ✓ Check the integrity of your server and workstations hardware. (*Side note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?*)
- ✓ Audit your virus definitions and protection.
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can – undetected – gain access to and remotely control your network, corrupt your data and use your network as a conduit for spreading spam, viruses and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, more unstable and susceptible to viruses, spyware and hackers.

Tape backups have a failure rate of 100% – that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

How To Request Your FREE Network Health Check:

To request your FREE Network Health Check go to your website and request an appointment or use our convenient form to request more information if you aren't quite ready to schedule our visit.

www.quickcompute.com/FREEHealthCheck

Or you can pick up the phone and call the office at (956) 428-7777. Be sure to mention that you are calling about the FREE Network Health Check.

Read On To Hear What Our Clients Have To Say:



“Quality And Dependability Of Service Is Key And Should Have A Somewhat Higher Price Associated With It Than Service From Unproven Service Providers. “

“It’s important to look beyond price and look at the qualifications of the vendor and what you’re getting for your money. Sometimes you can find start-up companies that provide a high level of service for a really good price, but often the level of service or quality of product is not what it should be. We typically prefer to do business with established, qualified service providers such as Quick Compute because we want dependability of service and for things to be done right.

Quick Compute’s IT consulting services are not cheap, but they are very important for our business. It can be a big hassle and time commitment to internally deal with computer/network issues even if you have an employee with the technical knowledge needed to deal with these problems. Having been a customer of Quick Compute’s for over 10 years now and I can easily justify paying a flat monthly consulting fee to Quick Compute because it would likely cost us more to hire a full time employee to perform these tasks for us.

I have had nightmares about potential data breaches, massive viruses in our system, cyber-attacks, and losing customer data from our server. Aside from our employees, our business’ greatest asset is our customers, along with their data that we have stored on our servers. Given all the threats out there, I view Quick Compute’s monitoring services as being proactive and insuring against these events happening. If at all possible, we want to prevent any of these things from happening because of the anticipated expenses and loss of time that would result, along with possible customer backlash.

It gives me peace of mind to know that Quick Compute is monitoring our network, maintaining data backups, and maintaining anti-virus and spam monitoring software. And, I know that if we ever do have any major problems under Quick Compute’s watch, that they will step in right away and help us solve the problem.”

Tyler Stenseng MWS, MBA, WTS-III
General Manager
Culligan Water of the Rio Grande Valley



“We Have So Few Problems Now Because Our Systems Are Being Maintained And Monitored Daily.”

“Our companies transitioned from being part of a very sophisticated corporate network system to a standalone system for just our companies. After extensive planning for the switchover by Quick Compute and our staff, the migration went exactly as planned, on time and on budget with little business interruption. We were so surprised to have such a seamless transition! We now have an information and data system that will rival any corporate system at a greatly reduced price.

The monitoring that is being done is behind the scenes, so we really don't feel it, nor do we have issues with virus or time outs, etc. I believe that we have so few problems because our systems are being maintained and monitored daily.

Price was not the most important factor for us in choosing our IT Service company. We wanted to have access to a team that would be quick to answer calls and respond to problems. The continuous service and the quick response when we have experienced problems has been very important to us. We appreciate how they've been handled thoroughly and quickly.”

Judy Quisenberry
Grants Director
Valley Baptist Legacy Foundation